



**STATE OF ARKANSAS**  
**TOWING & RECOVERY BOARD**  
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**Glenna Butler,**  
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Insurance Representative  
(501) 758-7861

**Wayne Edwards,**  
Vice –Chairperson  
Zone 4 Non-Consent  
Representative  
(870) 265-2214

**Arlon Hickman,**  
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(870) 741-0032

**Mary Thoma,**  
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Representative  
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**Avon Phillips, Jr.,**  
Zone 2 Non-Consent  
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**E.L. Jacobs,**  
Consent Only  
Representative  
(479) 963-3794

**Ronnie Walker,**  
Consent Only  
Representative  
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**Noel Foster**  
Citizen Representative  
(870) 247-1414

## MINUTES

January 13, 2009

The Arkansas Towing & Recovery Board convened on Tuesday, January 13, 2009 at 9:36 a.m. in the 2<sup>nd</sup> floor conference room of the Attorney General's Office at 323 Center Street, Little Rock, Arkansas. Chairperson Glenna Butler called the meeting to order with roll call. Chairperson Glenna Butler, and Members: E. L. Jacobs, Mary Thoma, Avon Phillips Jr., Ronnie Walker, Charles Bokker, Jr., and were in attendance. Board Director Cynthia Lauen, Clerical Assistant April Staggs, Board Investigator Gary Ashcraft, Board Consultant B.G. Hendrix, and Assistant Attorney General Don Barnes were also, present. Vice-Chairperson Wayne Edwards, out of town, Treasurer Arlon Hickman, prior commitment, and Member, Noel Foster, out of town, were not present. (Note the December 16, 2008 meeting was canceled due to weather.)

Chairperson Butler confirmed members had received the Minutes from the October 21, 2008, meeting with a Motion by Jacobs and a second by Phillips, the Board voted 6-0-3 to accept the Minutes as written.

Director Lauen reported expenditures of \$ 56,912.77 and revenues of \$ 23,794.42 for a checkbook balance as of January 13, 2009 of \$ 74, 420.27. A payroll transfer is included in this treasurer's report. (Note: Copy Treasurers' Reports are filed with these Minutes).

Chairperson Butler welcomed guests.

### Disciplinary Hearing

1. Complaint No. 07-07-002 – Mike Hoffman DBA Pratt Road Auto Service
2. Complaint No. 08-08-010 – Charlie Cochrum DBA Central Arkansas Towing
3. Complaint No. 09-09-042 – Jannell Jackson

Meeting reconvened at 11.40 a.m.

### On-Going Business

1. **Progress Report:** Clerical Assistant Staggs reported as of January 12, 2009: 140 non-consent safety licenses; 106 new, 136 1<sup>st</sup> renewal, and 54 2<sup>nd</sup> renewal non-consent permits; 42 consent safety licenses, 35 new, 17 1<sup>st</sup> renewal, 04 2<sup>nd</sup> renewal and 07 Trailer consent permits were issued, 41 walk-in applications, 09 applications with deficiencies, and 35 unprocessed applications. (Note copy of Clerical Report is filed with these Minutes).
2. **Complaints Report:** Board Investigator Ashcraft reported as of January 12, 2009: 60 telephone complaints, 39 written complaints, and 05 Notices of Non-renewal were sent. An estimated 65 pending complaint investigations, 07

pending complaint hearings, and 23 closed complaints. 00 Offer of Settlements were sent. The complaints were broken down into itemized categories on the report. (Note: copy of Complaint Report is filed with these minutes)

3. **Administrative Appeals:** Attorney Barnes reported on 3 complaints on appeal:

- A. **Complaint No. 06-12-158** Asher Wrecker Service, Inc. Attorney Barnes reported waiting on a briefing schedule.
- B. **Complaint No. 08-11-061 and 08-12-070:** Steve's Auto Center of Conway, Inc, trying to get a hearing set for Motion to Dismiss.
- C. **Complaint No. 08-06-150** – Gene Zajac DBA Blue Hill Wrecker Service has filed an appeal waiting on record.

#### **Old Business**

- 1. **Arkansas State Police:** Ashcraft reported we continued work with Captain Mark Allen. In early December, a presentation was given to all the Troop Commanders of the Arkansas State Police, and it went very well.
- 2. **Legislative Committee:** Lauen reported nothing new to report for the committee; the one correction to be made is being worked on and would be ready for the next meeting. The next meeting was scheduled for after the February 24, 2009, regular meeting.
- 3. **Personnel Budget Committee:** Lauen reported the executive recommendation for FY 2010 and FY 2011 was for base appropriation, classify all employee position under the new pay plan, and denied all increases requested by our agency. The hold on the Budget was removed. The bill for the budget appropriation had not been filed as this meeting.

#### **Other Business**

- 1. **Risk Assessment for 2008:** Lauen reported our agency under went a risk assessment for 2008 review. Internal Audit reviewed the risk assessment. An evaluation of the risk assessment was filed. (Note a copy of the evaluation is filed with these minutes)
- 2. **Next Meetings:** February 24, 2009, 2<sup>nd</sup> floor conference room, Tower Building, 323 Center, Little Rock, Arkansas.

Meeting adjourned 12:00 p.m.

Signed \_\_\_\_\_  
Glenna Butler, Chairperson or  
Wayne Edwards, Vice-Chairperson

Attest \_\_\_\_\_  
Cynthia Lauen, Director

Approved \_\_\_\_\_ (Date)